

CRESTRON EMEA

Crestron EMEA Shading Solutions Limited Warranty

Scope

This limited warranty is applicable to Crestron Shading Solutions mounting hardware, shade fabric, DIGITAL QMT® shade motors and QMT shade motors (collectively, “Products”). For other Crestron products, such as wall controls, interfaces and system accessories please refer to the Crestron EMEA Standard Limited Warranty. Batteries are not warranted by Crestron EMEA under this or any other warranty. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Limited warranty

Subject to the exclusions and restrictions in this warranty, Crestron EMEA warrants that if any DIGITAL QMT shade motor is found to exhibit defects in material or workmanship under normal use for the lifetime

of the product or if any mounting hardware, shade fabric or QMT shade motor is found to exhibit defects in material or workmanship under normal use during the time periods listed below from the date of purchase, so long as customer promptly notifies Crestron EMEA of the defect and, if requested by Crestron EMEA, upon return of the defective product, Crestron EMEA will, at its sole discretion, either repair the defective

product or issue a credit against the purchase price of comparable replacement product purchased from Crestron EMEA as follows.

Number of Years from Date of Purchase, as Applicable	Percentage Warranted by Crestron for DIGITAL QMT Motors	Percentage Warranted by Crestron for QMT Motors	Percentage Warranted by Crestron for Mounting Hardware	Percentage Warranted by Crestron for Shade Fabric
Up to 5	100%	100%	100%	100%
More than 5 but not more than 8	100%	50%	50%	50%
More than 8	100%	0%	0%	0%

Replacement parts provided by Crestron EMEA or, at its sole discretion, an approved vendor may be new, used, repaired, reconditioned and/or made by a different manufacturer.

Terms and conditions of limited warranty

This warranty extends to Products purchased directly from Crestron EMEA or an authorized Crestron EMEA dealer. Customers should inquire of the dealer regarding the nature and extent of the dealer’s warranty, if any.

Repaired or replaced Products and parts supplied under this warranty shall be covered only by the unexpired portion of the warranty on the original purchase. This warranty is provided only to the customer that purchased the Product and shall not extend to subsequent owners. This warranty does not cover, and Crestron EMEA is not responsible for labor costs to diagnose, remove, repair, replace, reinstall and/or program any Product.

This warranty shall be null and void, and Crestron EMEA shall have no liability under the terms of this warranty, if the Product has been used in an application or environment other than that for which it was intended or if it has been subjected to misuse, abuse, accidental damage, modification, improper repair or installation procedures or adverse environmental factors including incorrect line voltages, improper wiring, improperly rated fuses or circuit breakers, insufficient ventilation or incorrect temperatures or an act of God. This warranty does not cover any Product that has had the serial number altered, defaced or removed.

This warranty shall be the sole and exclusive remedy to the customer. In no event shall Crestron be liable for incidental or consequential damages of any kind (property or economic damages inclusive) arising from the sale or use of the Product. Customer assumes and will hold Crestron harmless with respect to all such losses. Crestron’s liability on any claim for damages arising out of or in connection with the manufacture, sale, installation, delivery, or use of the unit shall never exceed the purchase price of the unit. Crestron is not liable for any claim made by a third party or made by the customer for a third party.



Further, Crestron EMEA shall have no liability for any claims of infringement of any patent, trademark, copyright or other intellectual property for the following: (i) if the Products are used in combination with other third party products or without Crestron EMEA's express authorization; (ii) if the Products were modified by anyone other than Crestron EMEA; (iii) for the use or sale of the Product other than as specified and authorized in Crestron EMEA's documentation; or (iv) for the use or sale of any version of Crestron EMEA software other than the most current version.

EXCEPT AS EXPRESSLY SET FORTH IN THIS WARRANTY, CRESTRON EMEA MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, NOR AUTHORIZES ANY OTHER PARTY TO OFFER ANY WARRANTY, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE DURATION OF ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS EXPRESSLY LIMITED TO THIS WARRANTY PERIOD.

This warranty supersedes any and all previous warranties. Some states do not allow exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so these limitations may not apply to you. Crestron's obligations under any implied warranties shall be limited to the terms of this express warranty.

To make a warranty claim

To make a warranty claim, promptly notify Crestron EMEA within the warranty periods described above by contacting the local Crestron Technical Support Center (<http://www.crestron.eu/contact/offices>). Crestron EMEA, in its sole discretion, will determine what action, if any, is required under this Warranty. No merchandise may be returned for credit, exchange, or service without prior authorization from Crestron EMEA.

Most problems can be corrected over the phone through close cooperation between Customer and a Crestron technician. To better enable Crestron EMEA to address a warranty claim, please have the product's serial and model numbers as well as its current operating system version, if applicable. If Crestron EMEA, in its sole discretion, determines that an on-site visit or other remedial action is necessary, Crestron EMEA may send a representative or coordinate the dispatch of a representative from a Crestron approved vendor, to Customer's site, and/or coordinate a warranty service call between Customer and a Crestron approved vendor.

Crestron EMEA reserves the right to change any of the above terms & conditions without any prior notice.

General

This warranty shall be governed by, and construed in accordance with, the Belgian law without regard to conflict of laws principles. In the event of any dispute arising between the parties in connection with or relating to this warranty, the parties agree that such dispute shall be resolved informally, if possible, and failing an informal resolution, then the dispute shall be referred to and finally resolved in the court of the city of Mechelen, Belgium.

